Student Phones Services Guide

Rates:

Communication Resources Student Rates listed here are effective for the academic year. Because you are using the University's telephone system, charges for off-campus calls may be different from those of the local telephone company or those of the campus long distance providers. If you have questions about these rates, please call Communications Resources at 752-5945.

**NOTE: If the Account Holder decides to move, a roommate must take over the account in order to maintain service.** The new Account Holder must email a change request to studentphone@ucdavis.edu to have the account changed. The changes reflected in the account transfer will become effective on the same day that the change is made.

<table>
<thead>
<tr>
<th>Available Services</th>
<th>Phone Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Service</td>
<td>On-Campus</td>
</tr>
<tr>
<td>$12.50/month</td>
<td>No Charge</td>
</tr>
<tr>
<td>Connection fee</td>
<td>Off-Campus (Davis/Dixon/Woodland)</td>
</tr>
<tr>
<td>$83.00/one-time</td>
<td>No Charge</td>
</tr>
<tr>
<td>Voice Mailbox</td>
<td>Sacramento Area</td>
</tr>
<tr>
<td>$3.00/month</td>
<td>$0.03</td>
</tr>
<tr>
<td>Activation fee</td>
<td>California and Out-of-state (US)</td>
</tr>
<tr>
<td>$32.50/one-time</td>
<td>$0.05</td>
</tr>
<tr>
<td>Caller ID</td>
<td>International Calls (Outside US)</td>
</tr>
<tr>
<td>$2.75/month</td>
<td>Call Cost + 13.5%</td>
</tr>
<tr>
<td>Activation fee</td>
<td></td>
</tr>
<tr>
<td>$38.00/one-time</td>
<td></td>
</tr>
<tr>
<td>Call Waiting</td>
<td></td>
</tr>
<tr>
<td>$3.00/month</td>
<td></td>
</tr>
<tr>
<td>Activation fee</td>
<td></td>
</tr>
<tr>
<td>$29.00/one-time</td>
<td></td>
</tr>
<tr>
<td>Move Location</td>
<td></td>
</tr>
<tr>
<td>No monthly charge</td>
<td></td>
</tr>
<tr>
<td>Service fee</td>
<td></td>
</tr>
<tr>
<td>$60.00</td>
<td></td>
</tr>
</tbody>
</table>

Telephone Service Descriptions:

- **Local Telephone service**
  - Local telephone service includes calls to any campus location and calls anywhere in Davis, Dixon, or Woodland. All other calls, including those to the UC Davis Medical Center, incur a long distance toll charge that appears on your monthly bill.
  - Off-campus calls: Because the University owns the on-campus telephone system, charges for off-campus calls are different from those of the local telephone company or long distance providers.

- **Long Distance service**
  - Long distance on campus is provided by AT&T and Windstream. A table of International call rates is on the Web.

- **Service Restrictions**
- **Calling 900 & 976 numbers:** Telephone numbers with a "900" area code or the prefix 976-access recorded information or "party" lines for a fee. Access to these telephone numbers has been blocked from all campus phones.

- **Collect Calls:** collect or third-party calls are blocked from all campus phones. If you require an exception to this policy, please call 752-5945 or email studentphone@ucdavis.edu.

- **Calling Cards:** Calling cards and pre-paid cards allow long distance calls to be charged to an independent long distance provider. CR does not provide calling cards. However, the campus telephone system supports the use of calling cards for long distance calls.

  - **Voice Mail**
    - Voice mail is an easy and inexpensive way to keep in touch. With our voice mail system there are no missed calls, no lost messages, and no new equipment. Voice mail answers your phone when you’re away from home or on the phone. Voice mail provides you with the services of an answering machine, but with greater reliability, easier access, and more functionality. In addition, UC Davis broadcasts emergency information directly to your voice mail. Voice mail costs only $3.00 a month, in addition to the one-time installation fee.
    - Voice mail is available to all campus residents. The voice mail system works in conjunction with the campus telephone system, and enables you to exchange messages any time from any touch tone telephone.

  - **Call Waiting**
    - Call Waiting inserts a short tone informing you that you have another call.

  - **Caller ID**
    - Caller ID lets you see who’s calling before you answer by showing the telephone number of the caller on your Caller ID display. It also records the numbers of the people who called, even if they didn’t leave a message. You must provide the Caller ID phone or add-on display device to use this service.

**Telephone Equipment Options:**

All rooms are equipped with standard (RJ11C) modular jacks. Most rooms are equipped with wall jacks, except Leach Hall and the Cuarto complex, which have jacks that accommodate desk telephones. The desk jacks have two ports, which allow you to connect your telephone and another piece of accessory equipment, such as an answering machine or modem, to the same line without requiring a special T-adapter plug.

**Telephones:** The telephone you supply must be approved by the Federal Communications Commission (FCC). The FCC registration number is usually located on the bottom of the telephone.

**Cordless Telephones:** Cordless phones used on campus are vulnerable to crosstalk, so you may incur charges for calls made from other phones.

**Special Equipment:** You may use an answering machine, speakerphone or other telephone equipment, provided it has been FCC-approved and does not require modification of the telephone jack. If you have any questions regarding special equipment, please contact Communications Resources at 2-5945.

**The Role of the Account Holder:**

The Account Holder assumes responsibility for telephone service: only one student may be the Account Holder per telephone number. The Account Holder is responsible for:

- collecting bill payments from the roommate(s), and
- making sure the bill is paid on time.

The Account Holder will be billed and is ultimately responsible for the monthly charge(s), installation fees, and additional features. Moving off campus or withdrawing from the University does not free the Account Holder from this responsibility: you need to transfer the account to another person or disconnect the service.
Moving to another campus residence, you have the additional option of taking your current service (phone number and features) with you. Contact studentphone@ucdavis.edu for more information.

Transfer of Account:

If the Account Holder decides to transfer service, a roommate must take over the account in order to maintain service. The new Account Holder must email a change request to studentphone@ucdavis.edu to have the account changed. The changes reflected in the account transfer will become effective on the next business day.

Disconnecting Telephone Service:

Telephone service will be terminated at the request of the Account Holder. An Account Holder planning to disconnect service must contact Student Services in writing by sending an email to studentphone@ucdavis.edu to have the service disconnected. A disconnect order must be received at least two business days before the service is to be disconnected. Your service will not automatically terminate at the end of the academic year; you must disconnect or transfer telephone service, or you will be billed.

How to Make Payments:

You may pay your bill with either a single check or with separate checks from each roommate.

Make checks payable to "UC Regents". Please write the account number on each check.

Your detailed and total telephone bill will be mailed to your residence hall room each month through the campus mail service. A summary of those charges will also appear as one line on your UC Davis Student Billing Statement that you receive from Student Aid Accounting.

You may mail your payment, send it to the Cashier's Office through Campus Mail, or pay in person at the Cashier's office.

US Mail
You may mail your payment, via US Mail, to the address below.

Cashier's Office
University of California, Davis
One Shields Avenue
Davis, CA 95616

Campus Mail
ATTN: Cashier's Office

Cash Payments
Cash payments will be accepted in the Cashier's Office in Dutton Hall. Be sure to take your remittance form so the payment can be accurately recorded. Do not send cash payments through Campus or US Mail.

Please Note: Communications Resources does not accept payments.

Failure to Make Payment:
The Account Holder is responsible for collecting all payments from roommates and paying the bill on time.

Billing questions should be resolved when you receive notice that the Communications Resources bill is online. If you fail to pay the bill in full by the due date, your student records, including grades, transcripts, and registration materials, will be placed on hold. The UC Davis Student Accounting Office administers record keeping functions related to your account. If you have questions regarding payment or the status of your account, call Student Accounting - Collections at 2-3646.

**Hours, Location and Contact Information:**

- **Student Services Hours:** Monday - Friday 8 a.m. - noon and 1 - 5 p.m. (Closed on university holidays)
- **Service Orders:** All service requests must be made in writing. Please email requests to studentphone@ucdavis.edu.
- **Inquiries:** studentphone@ucdavis.edu or (530) 752-5945
- **Billing Questions:** studentphone@ucdavis.edu or (530) 752-5945
- **Repair:** 611 (from a campus phone) or 754-HELP (4357) (from any other phone)
- **Account Status/Student Accounting:** (530) 752-3646

**Mailing Address:**
Communications Resources
University of California, Davis
3213 Apiary Drive
Davis, CA 95616
http://cr.ucdavis.edu/

**Repair/Help Desk**
To report problems with your telephone line, call the IET Express Help Desk at 611 or 754-4357 (754-HELP).

Business hours:
**M-F 8 a.m. to 8 p.m. (except university holidays)**

**Before you Call:**

- IET-CR services all telephone lines, but will not repair user-provided equipment under any circumstances.
- Make sure your equipment is in working order before calling Help Desk.
- For a telephone unplug your set and plug it into a working jack in another room. If the telephone works in a jack in another room, then the telephone line in your room is malfunctioning.

If an IET-CR technician makes a service call to your room and the problem is traced to user-provided equipment, you will be billed a minimum charge of $27.50 for the repair visit.